

# Blofield Surgery

# Feedback

## August 2023

In August 2023 we visited Blofield Surgery to speak with patients about their experience with local health and social care services. From this visit we received 29 reviews for the surgery. The reviews have an average star rating of 4.7 out of five, all patients we spoke to rated their experience as four or five out of five.

Healthwatch Norfolk Officers who visited the surgery noted:

The staff at Blofield Surgery were very friendly and welcoming to us. The surgery is currently undergoing a big extension project and the practice manager took the time to explain it to us, which we really appreciated. The surgery was very busy with lots of patients coming and going.



Overall, patients we spoke with were happy with their experiences and most told us they were able to get appointments they needed and staff were praised.

The reviews are displayed in the table below and can be found on our website here: <https://healthwatchnorfolk.co.uk/services/blofield-surgery-norwich-nr13-4pl>.

ID	Title	Review	Rating
215821	Never Feel Rushed	I never have any issues getting an appointment. When I'm in an appointment I never feel rushed. It's just a really good service. I called this morning and they made me an appointment for today. They're always very helpful.	5
215820	Responsive & Consistent	It's good here. They are very responsive and consistent. I've had no issues accessing HRT here. They listened to me and my needs and concerns and have been very helpful.	5
215819	They Do Everything Well	I think it's a good surgery. They seem to have improved access to phone and face-to-face appointments. The staff are fine and they seem to do everything well. No problems for me.	5
215818	Thorough & Efficient Nurse Practitioner	It's a very good surgery. I find it easy to get appointments. I saw a nurse practitioner today and she was extremely thorough and efficient. Everything at the practice is good. Whenever I have an issue it's dealt with quickly.	5
215817	Helpful & Consistent	I've been a patient here for a few years and they are very consistent. Everyone I interact with is helpful. The staff are really brilliant. I've never had a bad experience here. I phoned today and was given a face-to-face appointment for later today.	5
215816	Polite & Friendly Service	The doctors I see are very good and helpful. Everyone on reception is very polite. The nurses are all excellent at what they do. Overall it is a polite and friendly service.	5

215815	Friendly	It's always really good here. I can get appointments when I need them. I don't ever have to wait long on the phone to get through. They are all quite friendly here.	5
215813	Patient Here For 56 Years With No Issues!	It's generally brilliant. I've had a bit of trouble getting my prescription this time, but it's due to supply issues and I trust the practice to get it sorted for me. I've been a patient with this practice for 56 years and have never had any problems.	5
215811	Always Fit Me In Quickly	I have no issues here at all. When I have concerns they always fit me in quickly. I really can't fault them. They are on top of things.	5
215810	Best Surgery Around!	In my opinion it's the best surgery around! People I know at other surgeries say they can't get appointments, I can always get an appointment, never had any problems. They're very good to us.	5
215809	Very Good Surgery	Basically they are just great. I can get appointments and they always call when they say they will. The staff are lovely and it's really just a very good surgery.	5
215808	Can't Fault Them	They are very helpful. I can't find any fault with them. I came in for a blood test today and it went smoothly as it always does. The doctors and nurses are all good, I can't fault them and I know they are under a lot of pressure.	5
215807	Brilliant!	I'm always in and out quick. No complaints from me at all, it's brilliant! Really can't fault it.	5

215805	They Look After Me Well	I called the surgery at 8:15am today and they booked me an in-person appointment for 9:40am. Very pleased with that. The doctor I saw today was very helpful. He called the on-call orthopedic surgeon at the NNUH to ask advice and they suggested that I go straight to the hospital. They look after me well here.	5
215680	So friendly	I am giving them 5 because of their friendliness. They always answer my questions, they give me time and I never feel rushed. Sometimes there can be a wait in the waiting room but you expect it. It's only shortish.	5
215675	There is always someone to speak to	I feel very lucky, I always get someone to speak to either in person or on the phone. I don't think I can think of any problems.	5
215668	It's always good here	I rang this morning and I got an appointment for today. The locum was a great guy. They are always good here, the doctors and other staff are always exemplary.	5
215667	Very accessible	I would definitely give a 5 out of 5. They are very accessible and you are able to see a doctor as you need. The surgery and the dispensary staff are all delightful. I am very happy and very satisfied with the service.	5
215625	They are brilliant with me	I can't fault it, they are brilliant with me. It can be slow getting an appointment but the reception are good.	5
215620	Brilliant	All the people who work here are great. It's brilliant. You can get an appointment to see someone without any hassle.	5

215804	Nurses Are Lovely	The nurses are lovely, so helpful and kind. I've found it difficult to get an appointment with a GP. I was offered a nurse practitioner, but I know I need to see a GP. They've given me a GP phone appointment in three weeks time, which seems like a long time to wait.	4
215803	Very Friendly	Thankfully I don't have to come here a lot, but when I do they are very good. They try to fit me in as quickly as possible. They are all very friendly. I like the traditional system they have, you don't have to call first thing in the morning to get an appointment, you can call any time of day. My only complaint is that sometimes I have to wait quite a while on the phone to get through.	4
215679	They give you time	Generally they are great but it feels like they are not coping with demand. I have been registered here for 20 years and it has become harder to see a GP. Dr Ledward is really helpful and I do appreciate the time members of staff give you.	4
215669	You always get an appointment in good time	You can get an appointment quite early, in good time. The doctor is pretty good as is the diabetic nurse. They always try and get you in and you get seen in an appropriate time. They also get the doctor to ring you back even if it is not urgent, if there are any queries. The pharmacy are brilliant, they always get things right and sort things out.	4
215632	The waiting time can be a bit annoying	Usually it is a good experience but the waiting time can be annoying. You can wait in the waiting room for 20 or 30 minutes. When you think you have an appointment time you hope to go in on time so it can be a bit annoying. For me I suppose it's not too bad as I don't have anything to do.	4

215628	Very accommodating	They always try to get you into see someone or they get someone to call you back. They are very accommodating. It would be better if they had more appointments available as sometimes it's a bit of a wait to get in. If it's urgent they will see you the same day. A bigger car park would be good too.	4
215623	They are a lovely crowd behind the counter	I would say 4 or 4.5 star most of the time. Sometimes it's difficult to get in but you can always get to see someone in the end. You always get good treatment and they are a lovely crowd behind the counter, really nice. It would be better if you could get to see a GP quicker but you can get a nurse appointment okay.	4
215621	Once you get here it is fine.	Once you get here it is fine, but waiting in a queue on the phone is not so good. Sometimes it can be 20 minutes. Then you sometimes have to wait 3 weeks for a routine appointment. However if you need urgent care they will see you the same day. The doctors and nurses are good and I am pleased with the service on the whole.	4
215619	They are so good to me	They are very good and very helpful. They are so good to me and try to do their best for you. The only problem is it can be a bit difficult getting through on the phone.	4